

# THE TRANSFORMER



## TRAFFIC MANAGEMENT

### In-transit Visibility (ITV)

**By Marlene Fridley**

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The ability to capture and use information is the cornerstone of the American transportation industry's productivity and efficiency. The US Transportation Command (USTRANSCOM) capitalizes on the focus of intermodal management and tracking of transportation assets, cargo and passengers through integration into the Global Transportation Network (GTN). The vision of GTN is to gather transportation customers and components into a single integrated network, providing in-transit visibility (ITV) and command and control capabilities to support their needs. GTN supports ITV by providing the ability to track the identity, status, and location of DOD unit and non-unit cargo, passengers, patients, forces, military and commercial airlift, sealift, and surface assets from origin to destination during peace time and war.

ITV is a process involving many stakeholders. Despite its role as the DoD lead proponent for ITV, USTRANSCOM is not the sole process owner. The process consists of numerous players (deploying units, supply activities, transportation offices, port operations, etc.) who must follow designated business procedures to provide accurate source data, prompt updates, shipment status information, and shipment receipt notices. GTN employs various automated systems (CMOS, GATES, others), use appropriate automatic identification technology (AIT), and adhere to DoD timeline criteria. Commercial transportation service providers also supply critical movement information to GTN for tracking and tracing.

GTN is your system to find out where people and shipments are in the Defense Transportation System. An account may be obtained by contacting the Logistics Plans Data Management Branch, TCJ4-LPD (DSN 779-1015) or through the internet at [www.gtn.transcom.mil](http://www.gtn.transcom.mil).

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## WHAT CUSTOMER SERVICE IS/IS NOT

**By Mr. RALPH WAREHAM, GS-12**

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Recently, we encountered a customer whose understanding of customer service differed markedly from what most of us seem to think it should be. The customer had had words with the Non-Temporary Storage agent's load team chief, responsible for inventorying and picking up her shipment of household goods. At that point, apparently, things went south. The customer reached a presumptive conclusion that her personal property was being damaged by the moving company. This was based on an inappropriate comment made by a packer that she overheard. Also, she considered the condition codes used to describe her furniture on the descriptive inventory to be excessive. Additionally, she did not believe the agent had taken the proper time in loading her property into the Moving van.

The customer was understandably upset by the inappropriate comment, even though it was not addressed to her. However, carrier and agent's personnel need to be careful as to what they say that could possibly be overheard and misunderstood. People sometimes say things without being aware of the words they choose to express themselves or know whether anyone else is around who might overhear the comment. In any event, the comment, whatever it applied to, obviously constituted proof to the customer that her valuable personal property would not receive proper care and handling by the NTS agent's personnel.

Upset and worried by the comment, the customer then began examining the inventory, concluding that the damage/condition codes were excessive and illustrated that her valued property had already been "trashed." Our inspector, and later TMO staff, attempted to explain that the markings indicated for the most part only that her furniture displayed evidence of fair wear and tear, but she was convinced that having lived with that furniture for a number of years, the markings were clearly excessive.

Given that the customer was absolutely convinced her property must have been damaged beyond repair, we contacted our RSMO, who arranged for a showing of the customer's property in the NTS agent's warehouse.

When the "show and tell" took place, the NTS agent brought out the furniture in question for viewing and comparison with the inventory. Aside from a few incidental "dings," associated with moving the property from residence to warehouse, the markings on the descriptive inventory seemed to describe the condition of the property fairly and accurately. There simply was no indication of either severe or purposeful damage. However the customer still expected a written apology from both the NTS agent and the TMO because of the ordeal she had gone through to ensure her property was safe.

Specifically, the customer expected the TMO to accept her statement as absolute proof the events had occurred as she had stated. She wanted a written apology because we did not exclusively taking her side and position in the matter. She was upset that we would consider the NTS agent's perception of the event, and that we would consider the agent's rights listed in the Tender of Service, and the NTS Basic Ordering Agreement under which they operate. To the customer's way of thinking, for the TMO to provide good customer service, they must rule in the customer's favor, without hesitation and without consideration of the agent's performance.

So, what is customer service in association with the movement and storage of personal property? It is doing your best to fairly and sensitively represent collectively the customer's best interest. We must remember that carriers and agents are customers also. Therefore, their interest, and the best interest of the Air Force must also be represented. Customer service is not representing any one side in a dispute to the disadvantage of the other side, without facts to support that position. We always try to do our best to represent all sides effectively, but in some cases, it seems our best may not always be good enough.

In those cases you've simply have to be firm, fair, military (professional), adhere to objective truth, and keep in mind that customer service applies to all customers in the equation.

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## VEHICLE MAINTENANCE

**Reengineering and Change, one person's experience!****By MSgt Roderick Henry**

18 TRANS/LGTO

Kadena AB Japan

Welcome to the 18<sup>th</sup> Transportation Squadron, home of the best Vehicle Maintenance Flight in the Air Force. I am a 2T1 assigned to Vehicle Maintenance during the Fleet Management/Maintenance Control & Analysis (MC&A) re-engineering test initiatives. Prior to my arrival to Vehicle Maintenance on 1 January 2001, I viewed this merger to be the worst setback of my military career as a vehicle operator and dispatcher. Historical and traditionally, there has always been a "friendly" competition and rivalry between vehicle operations and vehicle maintenance).

Now 6 months into the test phase, I have seen the light per say. During the training process of my MC&A counterparts, I couldn't help acquiring the knowledge of the duties and responsibilities they endure on a daily basis. Currently, I am assigned as the production control foreman, responsible for overseeing the day-to-day operations of Fleet Management, MC&A, and Materiel Control. Initially, I expected a lot of resistance from assigned 2T3 supervisory personnel. However; they have been my biggest supporters. This is highly apparent during production meetings that I coordinate and control. As true professionals, they are making my transition into this new challenging job as smooth and charismatic as possible. I now know how vehicle maintenance manages their budget to acquire the needed parts to keep the 2,003 assigned vehicles of the 18<sup>th</sup> Wing on the road.

After many hours of hard work and dedication, we at Kadena now have "one stop" vehicle processing procedures. New customer service procedures cut the process time in half on all vehicle issues, including the vehicle acquisition priority-buy program. Other services include limited technical inspections (LTI's), vehicle modifications, mission essential listing, priority recall procedures, vehicle rotations, and paint and corrosion control procedures. These measures eradicated many redundancies that both Fleet Management and MC&A were accomplishing.

It is a great pleasure for me to work with the people of this flight. We are very proud of our accomplishments and the significant changes we are making to improve vehicle maintenance for all our customers in the Air Force.

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**New MB-4 Aircraft/ Munitions Towing Tractor Testing****By Mr. Milton Swainston**

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The Air Force is conducting first article testing to obtain a useful, dependable MB-4 tow tractor to replace the Eagles and PSI MB-4 tow tractors. A contract for the purchase of Northwestern Motor Company MB-4's has been let and some testing has been started to obtain nuclear certification of the asset to use in the transport of weapons. Whiteman AFB, MO supported the initial testing of the asset with the 204 trailer. Northwestern performed well and results were satisfactory. It will now be shipped to Barksdale AFB, LA to do further testing with the 196 trailer. If the testing goes well, in eight or nine months, the Air Force will have a usable asset to safely transport nuclear weapons.

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**VEHICLE OPERATIONS****WILD WEASEL WHEELS COMPETITION****By SSgt Clarence Depass**

35 TRANS/LGTO

Misawa AFB Japan

On 6 September 2001, the 35th Fighter Wing, at Misawa AB Japan, held it's 3rd quarter Wild Weasel Wheels (WWW) vehicle competition. The 35th Transportation Squadron administers the WWW program. These competitions are similar to the Top Wheel programs held at other bases. Each quarter we alternate between judging special purpose (SP) vehicles and general purpose (GP) vehicles. Usually the judging party consists of three judges: one senior judge (O-6 or O-7) and two squadron commanders. This quarter's WWW competition was a little unusual. In an effort to give SNCO leadership an understanding of what the program offers, our enlisted judges came to us from the 35<sup>th</sup> Logistics Group, 35<sup>th</sup> Supply Squadron, 35<sup>th</sup> Security Forces Squadron, and the 35<sup>th</sup> Civil Engineering Squadron.

The WWW program used at Misawa is very unique. Here is a brief description of our process. Fleet management selects vehicles to be judged and notifies units via e-mail at least 7 days prior to the competition. VCO/VCNCOs must acknowledge notification of the competition within 24 hours or a courtesy call is given. On the day of the competition, all selected vehicles will report to the Vehicle Operations compound. If weather is inclement, the competition will be held inside our warm vehicle storage building. Vehicles arriving after specified time are disqualified and turned away.

All squadrons assigned to Misawa AB compete in the SP and GP categories. Two Transportation teams perform a comprehensive technical inspection of each vehicle. Fleet Management briefs the inspection teams and judges on their responsibilities, and provides them with inspection criteria checklists. The organizational judges rate the appearance of each vehicle and consider the vehicle's mission, age, and courtesy of the unit's attending operator. Inspection and appearance scores for each vehicle is compiled to produce an overall score. The four highest scores (total points) are selected as the finalists. Senior judges rate the final four vehicles on technical inspection, appearance, time devoted to the preparation of the vehicle. The runner-up and the winner is presented a WWW trophy.

The runner-up this quarter was the 35th Communications Squadron. They received a small individual trophy and a letter of congratulations from the senior judge. The winner was a bobtail truck from the 35th Maintenance Squadron. The winner received a rotating trophy to keep until the next WWW competition. Each member of the winning and runner-up team also received an individual trophy and a one-day pass signed by the senior judge. Congratulations to SSgt Ronald Baylark and SrA Jared OzVath from the 35<sup>th</sup> Communications Squadron, and MSgt James Smallwood and SSgt Michael Murry from the 35<sup>th</sup> Maintenance Squadron.

This competition is held to inspire pride of ownership in all units for their vehicle programs. It also inspires competition among squadrons and vehicle operators. The competition enhances serviceability and improves the appearance of the 35th Fighter Wing's aging vehicle fleet. The program has been warmly received and we would like to thank our judging party, CMSgt Harold Medley, CMSgt Wade Dues, SMSgt Scott Allibone, and MSgt Bobby Cronan. Without the support of our fine Misawa warriors, this outstanding program would not be possible.

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**AERIAL PORT****AMC's Air Transportation Standardization Evaluation (ATSEV) Program****By Lt Col Billie Jean Antes**

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AMC is entering the final quarter of the yearlong test of our ATSEV program at five locations. Full implementation for all AMC units (including transportation squadrons) is 1 Dec 01, with a 31-day ramp-up period. The ATSEV program is a two-pronged

approach to ensuring superior performance and standardized processes within the Air Transportation community. It incorporates portions of both the aircraft maintenance quality assurance (QA) program and the aircrew standardization and evaluation (ASEV) program.

The first part of ATSEV, and the foundation for the program, is standardized training, with a primary focus on duty position qualification training. Personnel will be trained in their duty position tasks as identified in their specific Master Task Listing (MTL), and they will be trained using Qualification Training Packages (QTPs). Almost every unit in the command has been involved with building more than 180 standardized QTPs--lesson plans covering every core task identified in the Career Field Education and Training Plan (CFETP). These QTPs have been tested, revised, and tested again to ensure a superior product. QTP development is nearly complete. As they are completed, the QTPs are posted on the AMC/DOZ web site for all AMC units to use in training their personnel. Air National Guard and Air Force Reserve personnel will also train using QTPs.

The second component of ATSEV is a comprehensive evaluation process. A team of evaluators will be assigned within each unit to perform these evaluations, much like aircraft maintenance QA teams. During the test phase of the program, we looked at several methods of evaluation and determined the best method was one measuring the ability of the unit to perform its mission through the processes it performs. This is done through process evaluation, measuring independent and dependent processes performed by a unit. Processes include function such as pallet build-up, k-loader operations, and aircraft loading. Additionally, individuals will be randomly selected each quarter for written task knowledge testing. The testing will be targeted to an individual's particular duty position as specified in his/her MTL. The final component of the evaluation process is NAF oversight, which consists of NAF ATSEV evaluations conducted at each unit on a 2-year cycle to ensure program compliance and training effectiveness.

At this point, civilian personnel will be involved in the program in a limited capacity. They will be trained using QTPs and will be provided feedback during process evaluations. Task knowledge examinations will not be given to our civilian personnel until negotiations with the union at the national level are complete. It is important to remember that civilians must be afforded the same training opportunities as our military personnel in order for our process evaluations to be effective and to ensure our entire 2T2 career field is properly trained.

As our AMC units begin to gear up for implementation, we have planned training in 15 AF and 21 AF for new program managers during the last week of October. This training will equip program managers with the knowledge and understanding they need to set up a unit-level program and begin training and evaluations. A draft version of AMCI 24-101, Volume 20, which covers the specifics of the ATSEV program, can be found on the AMC/DOZ web-site. All air transportation personnel are encouraged to take a moment and read about the program.

ATSEV is an extremely important program to the command. As such, it is imperative for commanders and senior squadron personnel to positively support ATSEV. This program promises to go a long way in addressing problems of vague guidance and "county options" that have developed over the last 10 years. We expect to see fully trained, efficient, and safety-conscious troops who can be plugged into any unit and immediately perform, rather than having to overcome the obstacle of "we don't do it this way at my base."

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#### **AFI 11-2C-130V3-ADDENDA-A C-130 OPERATIONS CONFIGURATION/MISSION PLANNING**

**By TSgt Robert W. Beauregard and**

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This relatively new publication (1 April 2000) contains all the aircraft configurations for C-130 operations. Or does it? C-130 aircraft in the USAF theater have been flying armored installed aircraft for several years now. Contained within this AFI are armored configurations for several different missions. Airdrops are covered under the designations of A\*TAP-1, A\*TAP-2 and A\*TAP-3 (A\*designates armored aircraft). However, there are only two other configurations for "standard" passenger and cargo missions. One is A\*CP-5, which provides 56 passenger seats and two pallet positions. It further states the two pallets, "Will not be less than a combined weight of 3,400 pounds." The second is A\*P-1, which provides 78 seats and 1 pallet position. The A\*P-1 makes no provision for pallet weight.

Currently, USAFE AMOCC has recommended an A\*CP-5 for our passenger missions flying into the Bosnian theater. Feedback from down line stations has shown it is not only working, but also providing some flexibility to the loadmasters working these missions. Different amounts of passengers with varying baggage weights are now moving through the theater, leading us to believe that a compromise is sometimes reached “between configurations”-- somewhere between an A\*P-1 and an A\*P-5. Basically, one pallet vs two pallets. The key is planning from aft forward to offset the weight of the armor in the nose.

Prior to the publication, we attempted to utilize a modified CP-4 in order to move passengers, patients, Aero Medical Evacuation Crew Members (AECM), and patient liquid oxygen containers. It was unsuccessful due to the nose heavy aspects of the armor installed aircraft along with other factors that added to the forward weight, such as the newer advanced weather radars. On several of our missions into Tuzla, major reconfigurations were becoming the norm. Complicating this even further is the fact Tuzla conducts Engine Running Offload/On loads (ERO).

What about other configurations? No allowance has been made for any of the other “standard” configurations aboard armor installed aircrafts, such as the CP-2, CP-3, CP-4, and so on. What about a medical evacuation configuration? None of these has been addressed. USAFE AMOCC has been working with our standardization and evaluation (STAN/EVAL) loadmasters and aero medical evacuation personnel to develop proposals for these “forgotten” configurations. USAFE AMOCC aerial port specialists also used the Computer Assisted Load Manifesting (CALM) program to propose a limited medevac configuration. This configuration allows us to reconfigure an A\*CP-5 into a modified A\*CP-5 in order to provide: 50 passenger seats, 6 AECM seats, and 2 loadmaster seats. One centerline stanchion remains installed between stations 580-660, but 6 of the 8 seats are folded up (not used). The escape ladder is installed in the cargo compartment (it only goes in one position), and litter stanchions are installed behind the ladder in the rear of pallet position five. One baggage pallet is then available in position six. Feedback from our users and down line stations show this “aerovac” configuration is also providing flexibility.

One enterprising loadmaster conferred with the medical crew and actually moved a litter patient up front while moving a baggage pallet in position five. This is a great example of teamwork at its best, not only among USAFE but also among Guard and Reserves units that fly many of our missions and perform medevac missions.

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## SCHOOL HOUSE

### Hazardous Materials Certification

**By SSgt Nicole R. Peifer**  
Hazardous Materials Instructor  
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Is your Hazardous Materials (HAZMAT) certification expired or about to expire? Were you aware that it is not a requirement to go TDY to the schoolhouse every 24-months to stay current? As instructors, it is always a pleasure to have the opportunity to teach transporters face-to-face, but if the initial course has already been completed, there is no need to spend funds to become re-certified.

If you have never been hazardous materials certified, it is a requirement that you attend the two-week HAZMAT Preparer Course (L3AZR2T000-005) at Lackland AFB TX, or attend a mobile training team course. Upon graduation, this certification is valid for 24 months. If you’ve already been through the initial course, consider taking the HAZMAT Exportable Preparer Course (L6AZS2T000-001), available on-line. It is suggested that you start the exportable 3 months prior to your certification expiration date. Even if your certification has expired, you are still able to take the exportable course, and it does not matter how long you have been expired.

Let the unit training manager know if you are going to take the HAZMAT Preparer Exportable Course. The study guide and the regulation extracts can be downloaded at: <http://www.lackland.af.mil/345trans/courses.html#HAZ>. After the course material has been reviewed, the training manager will FAX a test request to the Exportable Course Manager at DSN 473-4913 to order test material. The test material will be sent to the base education office, which will notify the training manager and schedule a test date. After the test is completed, it is mailed back to the Course Manager for processing. Notification will be made of pass/fail as soon as

possible. A passing grade entitles you to re-certification for 24 months. A failing grade will require you to re-take the initial course at Lackland AFB TX or mobile training team. Please do not call the schoolhouse to schedule a seat. MAJCOM training managers will schedule a slot for the initial HAZMAT Preparer Course. Contact the unit training manager with further questions.

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### **AETC Form 156, Student Record of Training**

**By TSgt Thomas Piott**

Air Trans Craftsman Instructor Supervisor

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A new troop, fresh out of technical school, has just arrived to your duty section. As the immediate supervisor, you will play a very active role in his or her training and development. You know nothing about him or her except what you gather through first impressions and your sixth sense. Is that enough? Should you have some more information before you begin training?

These are the questions I ask the NCOs that attend the Air Transportation Craftsman course at Lackland AFB. The answer I receive is "No, that's not enough." Invariably, they agree that exceptional NCOs will always get the job done with what they have. But NCOs need more information to be able to erase the gray lines that make all new trainees appear alike. The schoolhouse produces a document that makes this possible.

The AETC Form 156, Student Record of Training, is a report card that is created for every USAF technical training student, to include active duty, guard, and reserve students attending the Air Transportation Apprentice course. This record of training is continually updated by the student's instructors, and contains a tremendous amount of information such as academic grades, instructor comments, contact numbers, phase program violations, Military Training Leader comments, etc.

All the facts are included, both the positive and the negative. For instance, if the student was unable to pass a block of instruction and was "washed back" to repeat a block, this will be annotated on the form. If the student graduated first in his or her class and received the AETC Commander's Award, this will be annotated as well. Canned statements are avoided. The idea is to create an unbiased, individual picture of the graduate you will receive.

The AETC Form 156 is mailed to the gaining commander within eight days of graduation. Because most students take their authorized leave and take advantage of the Recruiter Assistance Program, their report card will usually arrive at the unit before they do. Once the report card arrives, AFI 36-2201, paragraphs 4.8.3 and 4.11.2.3, requires the commander to forward the form to the immediate supervisor where it should be used during the initial evaluation of knowledge and skills. Once that is accomplished, the form should be maintained in the OJT record until the trainee is upgraded to the 5-skill level. Then the report card is removed and given to the trainee.

Training and development have become a larger priority in recent years, and new innovations such as the ATSEV program have been developed to standardize the training troops receive. However, there will never be a cookie-cutter template to fit everyone's needs. On some level, training will always have to be tailored to meet the needs of the individual based on their abilities. The AETC Form 156, coupled with the CFETP, gives the commander and immediate supervisor an unbiased record of the trainee's abilities and attitude, and provides an invaluable head start in the training process.

We at the 345 Training Squadron are vigilant in our determination to train top-notch airmen for entry into the field. If you have any questions or comments related to training here at the schoolhouse, please feel free to contact us.

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### **Transporter letter**

**By SSgt Kristopher Brockel**

Vehicle Operations Instructor

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It's been over 8 months since the schoolhouse has started the new 3 level apprentice course that last for 6 weeks. During the first couple of months of the new course we experienced minor problems. However, we believe we have them all taken care of. One of the big changes we made to the course was the removal of driving the 1 ton cargo truck. The students seem to enjoy the new course now, with the addition of the hands on portion starting in Block I.

Block I starts in the AETC Command sponsored classroom. The students first learn about the different organizations in the wing. Once they learn about their role in the wing, we then move into their role in a war time situation. Next they learn about OJT records and their career opportunities. We move on into what they need to do during an accident situation and what forms need to be filled out. They get a good idea from a scenario and a model constructed by instructors. The students then learn about Hazardous Communications and Protocol. They finally end the Block by using the Air Force Forms 1800/1810 and checking out vehicles that will prepare them for Block II.

Block II moves into the PACAF Command sponsored classroom. We teach the students about safe driving practices. The students then move over to another building, which is sponsored by the ACC Command. Here is the section that half the students look forward to and the other half get nervous about. Driving the 4k and 10k forklift. After going through the first couple of courses, the students gain confidence and enjoy the rest of the course. From there we move into tie down equipment and the components of the wrecker. We then introduce them to OLVIMS and the Dispatch Module. The last subjects covered during Block II are deployment and convoy. Here the students learn what the true mission of the Air Force is: To prepare for war.

The last two and a half weeks the students are in the Block III, Air Mobility Command sponsored classroom. They start off by learning how to use radios and 10 codes. We then introduce them to the 28-passenger bus and how to clean vehicles. Next, the students learn how to operate a vehicle on the flight line and how to read maps. Then they have their introduction to the 44-passenger bus, where they receive over 35 miles of behind-the-wheel driving experience. They learn how to check out, couple, and uncouple a tractor/trailer. This part of the course we are looking into improving above the CFETP requirements. The students finish the course by learning about the Licensing Module and the newest job to the Vehicle Operations career field, pickup and delivery.

As you can see, the Vehicle Operations Apprentice students have a very busy 6 weeks. They learn all the information they need to know through lectures, hands on, and a 50-question test at the end of each block located in the Space Command sponsored classroom. After learning all this information, they are now prepared to perform their role in peacetime as well as wartime.

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## OTHER ITEMS OF INTEREST

**By Senior Airman David W. Harris**

Air Mobility Command Passport and Visa Office and

**Senior Airman Jennifer Alexander**

89th Airlift Wing Public Affairs

Just inside the passenger terminal building at Andrews Air Force Base, is an office that will amaze any customer fortunate enough to need its service. The staff are highly dedicated and motivated individuals, determined to accomplish their mission. The Air Mobility Command Passport and Visa office processes an average of over 12,000 passports and 8,000 visas a year. They have rightfully earned the reputation for producing miracles in fulfilling passport requirements on a moment's notice.

"We do anything and everything we can to get the job done. "No is not an option." That is why we have such a good reputation. As a team, we do the best job we can even when faced with numerous obstacles. "Our customers are truly grateful for our efforts, which is very gratifying for us," said Susan Donahue, Chief of the AMC Passport and Visa office.

The AMC Passport and Visa office is part of the 89th Aerial Port Squadron. It is responsible for providing passport and visa services for personnel assigned to AMC bases in the Continental United States. Personnel include active duty, Department of Defense civilians, guard and reserve personnel. Although responsible for assisting a considerable amount of travelers, this office is not to be confused with a tourist passport agency. All applications processed are for official travel only. This office, which has existed for more than 30 years, is the only one of its kind throughout AMC.

"I enjoy who we support. You see the direct results of what we do. Knowing you've played a key role in supporting a high priority mission with no departure delays provides a lot of job satisfaction," said Donahue. Due to frequent short-notice overseas missions by AMC aircrews, the office was established to expedite passport and visa processing to support their missions. AMC's Passport and

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Visa office is the primary liaison between the Department of State, foreign embassies, and AMC passport agents and mission coordinators throughout the United States. The office stays in constant contact with more than 70 stateside units including active duty bases, support airlift units, reserve, and guard units. An example of the crucial role the office plays in support of nationwide customers is the support provided to Charleston Air Force Base, SC. "The C-17 (cargo aircraft) is the platform of choice for Distinguished Visitor missions and short notice high priority support worldwide," said Jim Moore, Mission Planner, 437th Operation Support Squadron at Charleston. The 437th Airlift Wing is constantly tasked with short notice missions to countries requiring visas prior to entry. Susan and her folks have risen to the challenge each time. "They have never failed us," said Moore. Never. On numerous occasions we have dropped into Andrews, en route to these countries. With engines running we pick up visas just processed by the folks at Andrews. It's been that time critical. The relationships those guys have built with the embassies we support have been the key to preventing aircrew visas from being mission showstoppers. They have been pure magicians. More impressive than their magic with the embassies is their absolute willingness to help. They seem to thrive on the pressure and the knowledge that their contribution to the success of the mission was the difference. On a monthly bases, the office successfully processes more than 1,100 passports and 700 visa requests. This is an 80 percent increase from five years ago, and shows a rapid growth in both AMC travel and workload for the AMC Passport and Visa office. The office is strategically located at Andrews Air Force Base due to its close proximity to Washington, DC, where more than 75 foreign embassies are located. Office personnel conduct daily deliveries to the Department of State and approximately eight foreign embassies. This usually involves two trips into Washington, DC per day. Many passport and visas processed by this office are in direct support of the President, Vice President, and other dignitaries traveling abroad.

The office is manned by five enlisted airmen and one civilian. Each agent receives training from the Department of State and eight months of on-the-job training. Due to the daily Washington DC trips, all military members in the office are required to wear civilian clothes. Two members conduct the usual deliveries in Nation's Capital, while a third member frequently makes a separate run to delivery short-notice visa requirement. "I have seen the agents grow into the position and really blossom," said Donahue. "Each agent is knowledgeable and continues to gain more skills and job knowledge daily. In fact, just going to an embassy is an experience. You must develop good communication skills, and you are exposed to different cultures," she said. Each embassy on "Embassy Row" in Washington, DC, depicts its own country in appearance, décor, and customs. Employees at each embassy are from their respective countries.

All personnel at the AMC Passport and Visa office have one thing in common, making sure all missions are supported in a timely manner. Each member of the team has put forth time, energy, and countless hours in making miracles happen for AMC personnel. They truly are essential to the AMC mission of "responsive Global Reach for America."

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## **JPPSO-COS CELEBRATES ITS 15<sup>th</sup> ANNIVERSARY**

**By Lt Col Andrew P. Wilhelm**

Commander, JPPSO-COS

DSN 692-9224

The Joint Personal Property Shipping Office, Colorado Springs (JPPSO-COS), celebrated its 15<sup>th</sup> anniversary on 1 October 2001. JPPSO-COS was activated under a Department of Defense Directive. It was the first JPPSO to be activated by the Air Force since 1964 and became the second of three USAF-sponsored JPPSOs in the Department of Defense. JPPSO-COS consolidates the personal property (household goods) functions of the Peterson Air Force Base Complex, Fort Carson, and the United States Air Force Academy. It also supports DoD personnel in 49 counties in Colorado and 21 counties in Kansas.

JPPSO-COS' 35 civil service and 21 military personnel are dedicated professionals, committed to providing exceptional personal property customer service. We also serve as the Air Force's executive support agency for the Transportation Operational Personal Property Standard System (TOPS).

One of the advantages of the JPPSO organization is nearby bases do not compete for limited household goods carrier capabilities--one office is working to meet the needs of all customers. JPPSO-COS handles between 32,000 and 35,000 household goods shipments annually, which includes personal property storage, local moves, unaccompanied baggage, and in-and-outbound household goods shipments.

If you would like to know more about JPPSO-COS or the TOPS computer system, you may visit our web site at <http://www.peterson.af.mil/jppso/>.

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**Visit our site on the World Wide Web: <http://jppso-sat.randolph.af.mil/>**

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**MEEP****By Mr. Charles Batchelor**

Langley AFB VA

DSN 574-4410/4408

Following are MEEP projects that were identified in the previous issue of the Transformer that have now been closed.

1. Equipment Evaluated: Fast Spec, a Hand-Held Information System. Thexton manufactures fast Spec. Go to web site, <http://www.thexton.com/fsdemo/index.html> for more detailed information about this System.

Test Results: This item was not recommended for Air Force adoption. Fast-Spec's data base is specifications-dedicated, it contains no "how-to" data, no procedures, just specifications. The same information can be found in the Technical Order (T.O.) or Mitchell-On-Demand along with other data as needed. Project closed. Test Site: Dover AFB, DE. MEEP Project NO., T00-35.

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2. Equipment Evaluated: Capture Zone Automotive Refrigerant Recovery System Cart (ARRS). Manufactured and distributed by Cryo-Line Industries, 350 Sunpack Court, Henderson, NV 89015, (702) 446-8010, FAX (702) 446-8011. The ARRS is not a recycling machine; it is simply a recovery system. Go to Web Site <http://www.cryoline.com> for more information about this system.

Test Results: This System was recommended for use by those bases that have a large disposal problem and ones that are located in the close proximity of such a system. It was not recommended for general Air Force use. Project closed. Test Site: Nellis AFB, NV. MEEP Project NO. ET01-02.

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3. Equipment Evaluated: The Power-Luber, A 12-Volt Cordless Rechargeable Grease Gun (Model 1242) manufactured Lincoln Industrial, One Lincoln Way, St Louis MO 63120. Identified by the manufacturer as the most advanced grease gun ever created. The Power-Luber delivers a consistent grease flow, at up to 6000 psi. For a detailed description of the Model 1242 and other models visit the following website <http://www.lincolnindustrial.com>.

Test Results: The Power-Luber is recommended for Air Force adoption. Recommend local purchase as source of procurement. Project closed. Test Site: Langley AFB, VA. MEEP Project OT00-28

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**New Projects**

1. Equipment Evaluated: What Quits First. An Engine Analyzer manufactured by Lenehan Research, 22721 La Quinta Drive, Mission Viego, CA 92691. What Quits First is a hand held analyzer that can be set up and left monitoring an engine at idle, until the fault occurs and the engine stops running. Website is "http://www.lenehanresearch.com"

Test Sites: Offutt and Whiteman AFB's. MEEP Project NO., T01-17.

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2. Equipment Evaluated: Equipment Evaluated: Tesla Ground Power Unit Model TI1000GPU-24 with optional accessories to include the transport dolly and shipping case. This unit is manufactured and distributed by Tesla Industries INC, 109 Centerpoint Boulevard, New Castle, DE 19720, Phone: (302) 324-8910, Fax: (302) 324-8912, website: <http://www.teslaind.com>. The Tesla Ground Power Unit (GPU) is designed specifically for 24 Volt Military Series Vehicles that provides the advantage of totally portable DC electrical ground power for general maintenance support and remote airfield operations. Test Site: Eglin AFB, FL. MEEP Project NO., T01-21.

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3. Equipment Evaluated: MagWand - TSL328, manufactured by Newpig, One Pork Avenue, Tipton, PA 16684, 1-800-468-4647, Fax 1-800-621-7447, email <http://www.hothogs@newpig.com>. The MagWand is a hand-held magnetic wand that uses a high-gradient, rare earth magnet to lift metal objects weighing up to 12 lbs. Test Site: Whiteman AFB. MEEP Project NO., OT01-05.

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4. Equipment Evaluated: Safety Vision, Back Up Camera System, Model SV510, manufactured by Safety Vision, Inc., 119 Northmont Street Greensburg, PA 15601. The Back Up Camera System provides the vehicle operator with a clear view of objects that are behind the vehicle. The operator can see what is in the rear as well as what's in the lane on each side of the vehicle. Test Site: Langley AFB, VA.

5. Equipment Evaluated: Ecological Pulverizing Agents EPA 2000 and EPA 5000, distributed by Environ, LLC, 13810 Lookout Road, San Antonio TX 78233, Phone: (210) 590-7750. EPA 2000 is a water-based, non-solvent, non-flammable concentrate that releases and cleans petrochemicals from any surface. EPA 5000 is a water-based, non-hazardous blend of surfactants, emulsifiers, and low solvents that has been formulated for the cleaning and removal of hydrocarbon sludge from storage containers. Test Site's: Randolph and Altus AFB's. MEEP Project NO., ET01-23.

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NOTE: The process of consolidating the MEEP offices into a single AF MEEP function is on-going.

There are several issues that have to be worked before the consolidated MEEP is established. In the meantime personnel at Langley AFB, VA, are performing all of the MEEP functions.

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The office responsible for management of The Transformer is HQ USAF/ILT with delegation to the Joint Personal Property Shipping Office-San Antonio, Texas (JPPSO-SAT). We encourage your participation and ask that you make copies of the "The Transformer" and distribute them throughout your unit.

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